

WASHINGTON STATE PATROL

QUARTERLY REPORT FOR AGENCY BUREAUS JULY - SEPTEMBER 2005



Fire Protection Bureau

> **Forensic Laboratory Services Bureau**



Technical Services Bureau





Investigative Services Bureau



Management Services Bureau

For questions reference this document, please contact:

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Message from the Chief

I am very pleased to present you with the Washington State Patrol's Quarterly Report for the third quarter of 2005. This report features some of the accomplishments of each of our six agency bureaus: *Management Services, Technical Services, Field Operations, Forensic Laboratory Services, Fire Protection*, and *Investigative Services*.

Over the last couple of weeks, the WSP has been the recipient of two major national awards. I could not be prouder of the men and women of this organization for these tremendous

accomplishments. This type of feedback underscores the fact that their outstanding efforts are being noticed—not just statewide, but on a national level as well.

The first award was third place in the "National Chief's Challenge," an annual law enforcement competition sponsored by the International Association of Chiefs of Police (IACP). This recognition is for calendar year 2004. The National Chief's Challenge program was created to recognize law enforcement organizations that are successful in their traffic law enforcement and safety efforts. The program tasks agencies to excel in traffic safety enforcement and make a measurable difference in their communities by targeting three crucial traffic safety priorities: *Occupant Protection, Impaired Driving*, and *Speeding*.

The second award was the Mothers Against Drunk Driving's prestigious President's Award. We were honored in Washington DC in front of nearly 1,000 people from all over the United States for our efforts in contributing to MADD's mission to stop drunk driving, support the victims of this violent crime, and prevent underage drinking.

I congratulate everyone for their support in this effort and I invite you to read about the achievements of all of our bureaus in this report. Please direct your comments and questions to me at questions@wsp.wa.gov. I look forward to your comments.

Sincerely,

CHIEF JOHN R. BATISTE

On the cover:

Forensic Laboratory Services Bureau: Forensic Scientist 3
Jason W. Dunn, Vancouver Crime Laboratory; Field Operations
Bureau: Trooper Michael B. Johnson, Vancouver; Technical
Services Bureau: Dale R. Rankin, Auto Mechanic, Property
Management Division; Investigative Services Bureau: Trooper
David S. Dixon and K-9 Raz; Fire Protection Bureau: Deputy State
Fire Marshal Larry A. Glenn, Olympia; Management Services
Bureau: Patricia A. Geppert, Office Assistant 3, Administrative
Services Section.

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The Technical Services
Bureau (TSB) provides
many diverse services to
the entire department,
other law enforcement
and government agencies, and
members of the general public. The
services include information technology; electronic and
microwave system services; emergency communications; criminal
history; comprehensive facilities management; purchasing and
management of supplies; and management of the fleet of WSP
pursuit and other vehicles.



Program Description

The WSP's Criminal Records Division (CRD) hosted a criminal justice conference September 19-22, 2005, at the Coast Wenatchee Center Hotel. CRD is comprised of the Identification and Criminal History Section, the ACCESS Section (the law enforcement telecommunications system), the Washington Crime Information Center (WACIC), and the Collision Records Section.

Vicky Hollinshead, Tammy Chromey, Shu Kecht, Lourdes Aspiras, and Mary Neff

Training topics included federal and state issues:

- ACCESS (A Centralized Computer Enforcement Service System) Issues
- Alcohol, Tobacco and Firearms (ATF)
- Background Checks and "How To Read A Rapsheet"
- Court Orders and Dispositions

- DOC (Department of Corrections) and Law Enforcement Partnership
- Electronic Citation and Collision Reporting and Live-Scan Fingerprinting
- Fingerprint Rolling Techniques
- Identity Theft
- Immigration & Customs Enforcement (ICE)
- Missing Persons
- NCIC (National Crime Information Center) 2000 Update
- NICS (National Instant Criminal Background System) and NICS Index
- Sex and Kidnapping Offender Registration
- Technical Agency Coordinator and Audit Training

The conference coordinator, Joan Smith, led a committee of six CRD staff members to plan, prepare, and implement the conference. The CRD conference committee included Lou Aspiras, Tammy Chromey, Patrick Gibbs, Tina Hamilton, Shu Kecht, and Jessica Steele. Other CRD staff participated and supported the conference efforts.

Qualitative or Quantitative Measurement

Conference evaluation forms were completed by attendees and included the following comments:

- "Presenters were all very knowledgeable. Thanks."
- "Very informative, I learned a lot, enjoyed every class."
- "The conference was really good but it would be nice if it was once a year! I learned several new things."
- "I learned something new every day!"
- "Good conference, lots of information."
- "All presenters were very well informed and professional training was presented in a manner that was kept interesting."
- "Great variety of class offerings."
- "All instructors were good and very helpful. I would really like to see this conference performed every year instead of every other year to keep us updated on changes."
- "The classes offered were very helpful to aid me in my job. It was nice to have a variety of choices."
- "Good job, WSP!!"

Significant Accomplishments

The CRD Conference offered a combination of training for the local Technical Agency Coordinators (TACs) and all other criminal justice contributors and users of information provided by CRD. Approximately 270 attendees represented law enforcement agencies, jails, prosecutors' offices, courts, and state agencies.



The Office of the State
Fire Marshal, Fire
Protection Bureau
(FPB), provides services
to fire districts,
government agencies,
members of the media, and the
general public. These services include fire incident
reporting and data collection; fire code review and adoption;
construction plan review for fire sprinkler and alarm systems;
and fire inspections of high-risk occupancies housing elderly and
vulnerable populations. In addition, the bureau regulates the

fireworks and sprinkler industry through a licensing program. The State Fire Training Academy provides training to the state's fire departments and districts. The Fire Protection Bureau also provides coordination of Washington State fire service resources for mobilization during natural or human-caused disasters. Terrorism and hazardous materials training, fire and life safety prevention education, and public information services are also responsibilities of the Fire Protection Bureau.

Program Description

On September 15, 2005, the Office of the State Fire Marshal reconstituted the Voluntary Replacement Program (VRP), funded by the Tyco Corporation, to replace the defective "Model GB" series glass bulb fire sprinklers manufactured by Central Sprinkler of Lansdale, Pennsylvania, from 1988 to 1999.

The program was first established in July 2001 to assist owners and occupants of residential occupancies, fire sprinkler contractors, and local authorities having jurisdiction in locating, identifying, and obtaining replacement of the estimated 1.5 million defective O-ring type fire sprinkler heads in the state. The VRP, to this date, resulted in the identification of 800,000 of the estimated 1.5 million defective O-ring type fire sprinkler heads in the state. The program involves:

- Expansion of the role of the toll-free telephone number WSP-SFMO (866-977-7366), allowing persons to request assistance in the identification of fire sprinkler system components potentially named in a national recall and/or replacement program.
- Presenting a series of media spots that promote the need for program participation.
- Coordinating the distribution of educational/informational materials to sprinkler contractors, local fire service, and facilities.
- Assisting facilities with the replacement claim submission, if applicable.
- Providing technical assistance to stakeholders, when requested.
- Assisting other agencies with monitoring the number of claims and/or product identified.

Qualitative or Quantitative Measurement

- Enhanced the VRP database system as necessary to monitor future sprinkler system products subject to national recall or voluntary replacement.
- Monitored replacement work performed by sprinkler contractors as part of a quality assurance program.
- Documented a significant increase in the number of VRP claims from Washington State filed with Tyco.

Significant Accomplishments

Occupancies Visited*

		July - September 2005	Prior Quarters
	Apartment Complexes	2	0
	Civic and Public Buildings	6	0
	Commercial Structures	23	0
	Private Residences	3	0
ı	Schools	15	0
	State-Licensed Care Facilities	16	0
	Transient Accommodations	8	0
	Total Occupancy Visits	73	0

^{*} Denotes buildings that were visited to determine if sprinkler heads were subject to the voluntary replacement program.

Assistance Activity*

•	July - September 2005	Prior Quarters
Assessments	16	2
Claim Assistance	3	0
General Assistance	4	0
Program Information	3	0
Self-Initiated Contacts	70	7
Total Contacts Made	96	9

^{*} Denotes the type of assistance provided.



The Management Services
Bureau (MSB) is
responsible for
management of all agency
financial activities;
preparation, justification,
and allotment of the department's

Diane C. Perry, CPA
Bureau Director
Management Services

operating and capital budgets; fiscal notes on proposed legislation; human resource services to WSP employees, the agency, and the public; performance of agency studies, research, revisions to manuals, performance measures, and regulation development; public records, records retention, and forms

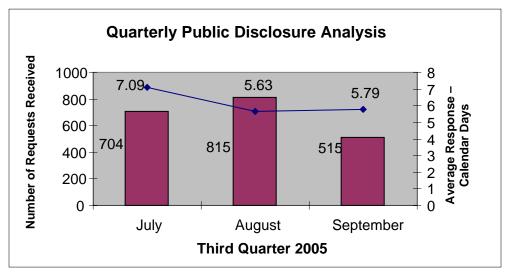
management; and oversight of the training academy in Shelton.

Program Description

The WSP created the Risk Management Division (RMD) on August 1, 2005. The division is responsible for two of the Governor's Priorities of Government agenda items: audit findings and risk management issues. A method for tracking both internal and external audit findings of the WSP from identification through successful mitigation is currently in the development stage.

RMD is working with the Office of Financial Management in the development of the Risk Management Information System. This program promises to dramatically increase the capability of the agency in tracking claims and performing data analysis. An excellent example of proactive risk management, the goal is to support effective and sustained loss prevention efforts. Additionally, all managers at the WSP will soon be expanding their roles in risk management identification through a newly required district and division self-assessment report. RMD will consolidate and analyze these annual reports. A composite report will be developed and utilized to inform future audit and/or risk management activities.

Qualitative or Quantitative Measurement



The WSP receives over 700 public disclosure requests per month. A strategic goal was established to reduce the average response time for records requests to less than seven calendar days (five business days). The statutory requirement is to acknowledge receipt of a request and give an estimated time for responding within those five days; however, our goal is to complete the request and provide the records that have been requested in this amount of time. We have reduced our average response time by two days while still providing a quality product. Our ability to decrease response time, while still maintaining a high level of customer service, is due to the diligence of our public disclosure staff and the increased accountability on this issue.

Significant Accomplishments

The WSP is authorized by statute to reimburse state and local jurisdictions for costs incurred during state-declared fire mobilizations. A wildland fire mobilization occurs when local resources are overwhelmed during a fire incident and fire protection resources from other communities across the state are dispatched to assist. The WSP Budget and Fiscal Services Division is responsible for processing all of these payments to eligible jurisdictions, which totaled \$5.4 million during the 2005 wildland fire season.

It has been a goal of Budget and Fiscal Services and the Fire Protection Bureau over the past several years to reduce the time required to pay volunteer firefighters. Payments to volunteers are made twice a month on the 10th and the 25th. For the 2004 fire season, 679 volunteer firefighters were assigned to five fire mobilizations, and it took an average of 3.8 pay periods to make payments to the volunteers. During the 2005 fire season, 899 volunteer firefighters were dispatched to 10 fire mobilizations. We paid slightly over 90 volunteers per incident, taking an average of 2.1 pay periods to do so. The result has been a 45 percent reduction from 2004 to 2005 in the time required to make these critical payments.



The *Field Operations Bureau (FOB)* is
primarily responsible for
traffic law enforcement,
collision investigation,
and motorist assists on
17,524 miles of state and

Brian A. Ursino Assistant Chief Field Operations

interstate highways. The bureau is comprised of eight districts and the Commercial Vehicle Division (CVD). For this period, there were approximately 690 traffic officers assigned to FOB and CVD.

Program Description

Effective July 1, 2005, FOB implemented a re-defined "Core Mission" that focuses on four elements: *Traffic Law Enforcement*, *Criminal Interdiction and Terrorism Prevention*, *Collision Investigation*, and *Roadside Assistance*. Our focus is on ensuring that every traffic stop is a quality stop and officer safety and quality interaction and education with citizens are of utmost importance.

By bringing focus to looking beyond the traffic stop, we believe we can have a greater impact on addressing some of the crimes that have the most adverse impact on our quality of life. District commanders now have more flexibility, under Traffic Law Enforcement, to tailor their enforcement and education concepts to the needs of the communities they serve. Washington State is in the top ten nationally in auto theft, identity theft, and methamphetamine. Moreover, we must also focus on indicators of terrorism activities if we are to prevent Washington from being victimized as other areas of the United States and other parts of the world have been.

Qualitative or Quantitative Measurement

The table below reflects the results of our efforts in the third quarter of 2005 compared to the third quarter of 2004:

	3rd Quarter 2005	3rd Quarter 2004	Difference	Percent Change
Field Force FTEs	595	656	-61	-9%
DUI	4,755	5,171	-416	-8%
Aggressive Driving	13,650	13,950	-300	-2%
Speed Arrests	65,462	63,967	1,495	2%
Speed Contacts	132,496	144,188	-11,692	-8%
Occupant Protection (Arrests)	13,015	18,614	-5,599	-30%
Occupant Protection (Contacts)	17,581	25,001	-7,420	-30%
Total Violator Contacts	293,804	371,519	-77,715	-21%
Contacts per FTE	494	566	-72	-12%

The desired outcome of our enforcement efforts is to improve public safety. Seat belt compliance in Washington remains at 95% statewide, while seat belt compliance is 96% or higher on roadways patrolled by the WSP. Aggressive driving contacts decreased for the third quarter of 2005 compared to 2004 by 300, or 2%, while speed arrests increased by 1,495, or 2%. Total collisions in the third quarter of 2005 compared to the third quarter of 2004 decreased slightly and fatality collisions were reduced by 4%.

	3rd Quarter 2005	3rd Quarter 2004	Difference	Percent Change
Total Reportable Collisions	8,207	9,309	-1,102	-11%
Fatal Collisions	86	90	-4	-4%
Injury Collisions	2,884	2,779	105	4%
Property Damage	5,223	5,104	119	2%

Commercial Vehicle Division	3rd Quarter 2005	3rd Quarter 2004	Difference	Percent Change
Inspections	29,428	33,818	4,390	-13%
Aggressive Driving	1,414	1,226	188	8%
Seat Belt Violations	1,449	1,381	68	5%

Significant Accomplishments

FOB is actively involved in many areas designed to protect the citizens who travel throughout Washington State. Here are some of our third quarter 2005 significant accomplishments:

• The Commercial Vehicle Division (CVD) is working with the Federal Motor Carrier Safety Administration, National Highway Traffic Safety Administration, Federal Highway Administration, the Washington Traffic Safety Administration, the Department of Transportation, and the Washington Trucking Association on a pilot project to reduce collisions involving commercial vehicles. The pilot project is called "Ticket Aggressive Cars and Trucks (TACT)." This project focuses on aggressive driving around commercial vehicles. A trooper rides inside the cab of a commercial vehicle while other officers are staged in the enforcement area. The trooper then calls out violations to the other officers, such as unsafe lane change, following too close, and speed. Aviation units are also used to call out traffic violations around commercial vehicles. The enforcement corridors were selected based on analysis of collisions involving commercial motor vehicles. The job of the CVD officers and troopers remains critical to saving lives through enforcing commercial vehicle laws and regulations.

- A major consideration in traffic law enforcement is aggressive driving. The WSP previously implemented the *Aggressive Driver Apprehension Team (ADAT)* program to combat Washington's road rage and aggressive driving problem. To further educate the public and pursue problem areas, the WSP now provides a link on the WSP Web site for citizens to report specific complaints regarding drivers as well as problem areas where resources should be diverted to address aggressive driving complaints. If a specific driver cannot be contacted in person or by telephone, a letter is sent to that person explaining that they were reported as an aggressive driver. This letter provides tips on how to prevent aggressive driving and a warning, which is not recorded on the driver's record.
- Narcotics continue to be linked to many crimes in our modern society. The WSP utilizes teams called *Serious Highway Crime Action Teams*, or SHCAT. The teams continue to be highly successful in apprehending DUIs and aggressive drivers and in detecting non-driving crimes such as narcotics trafficking and weapons violations. For the third quarter of 2005, SHCAT contacted 8,650 motorists, including 130 DUIs, 4,036 speed contacts, and 572 seat belt contacts.

Taking a longer view:
Agency 36-month rolling comparison
(October 2002 – March 2004 versus April 2004 – September 2005)

Outputs or Efficiencies

- DUI arrests are down 1.5% (-514)
- Speeding citations are up .2% (1,742)
- Seat belt citations are down 14% (-20,425)
- Seat belt compliance rate 95% (second best in the United States)
- Aggressive driving citations are up 5% (521)
- DRE Evaluations are up 14% (111)
- Felony and misdemeanor drug arrests are down 6% (-845)
- Commercial vehicle stops are up 10% (21,991)
- Total traffic stops are down 6% (-112,081)

Outcomes or Effectiveness

- Total collisions are down 4% (-2052)
 - Total fatal collisions are down 12% (-53)
 - Total interstate fatalities are up 1% (1)
 - Total state route fatalities are down 20% (-53)
- Total injury collisions are down 1% (-128)
 - Total interstate injury collisions are down 3% (-166)
 - Total state route injury collisions are down 1% (-95)

Problem Oriented Public Safety (POPS)

Trooper Bob Wilson has done an excellent job of establishing a very positive partnership with the Lummi Nation as a whole and the Lummi Tribal Police specifically. Tribal Police began increasing their emphasis on traffic enforcement, particularly DUI apprehension. Tribal officers have called Trooper Wilson several times for advice as they encounter new traffic scenarios. The Tribal Police are eager for education in the area of traffic law enforcement and the WSP intends on assisting them in every way possible.

SARA OVERVIEW

Scanning

The WSP investigates all fatality collisions in Whatcom County, excluding the city of Bellingham. We will attempt to use enforcement, education, and partnerships for the purpose of reducing fatalities.

Analysis

Whatcom County averages 18 fatalities per year, with 2 to 3 of those occurring on Lummi Nation land. The WSP also typically responds to an additional 2 serious injury/vehicular assaults per year on Lummi Tribal land. The Lummi Nation has a population of 4,300 people of the 250,000 people residing in Whatcom County; therefore, the 14% fatality rate on the Lummi Reservation is disproportionately high for their 1.7% portion of the population.

Response

WSP

- 1. Increase enforcement around the Lummi Nation.
- 2. Provide training to Lummi Tribal Police as requested:
 - A. SFST
 - **B.** Vehicle Searches
 - C. Collision scene management

Lummi Tribal Police

- 1. Increase their DUI arrests (last six months with 30 DUI arrests compared to 9 in previous six months).
- 2. Receive training as needed to improve officer's skills.
- 3. Gain support from Tribal Council for increased enforcement.

Assessment

A preliminary assessment indicates zero fatalities on the Lummi Reservation in 2005 YTD compared to two in 2004 YTD.



The Investigative
Services Bureau (ISB)
consists of five divisions
that provide various
public safety services,
including the investigation
of computer crimes; missing children;

David J. Karnitz Assistant Chief Investigative Services

narcotics; dismantling of clandestine labs; performing highrisk warrant service; gathering of criminal intelligence; aviation; executive protection; ferry security; identity theft; campus security; and fatality and criminal investigations. It also

provides oversight responsibility for the agency's complaint and disciplinary procedures, including conducting major administrative investigations regarding serious allegations of employee misconduct.

Program Description

The Investigative Assistance Division Computer Crimes Unit (CCU) has been making a difference for Washington's citizens every day since 1997. The CCU investigates cases that include crimes involving Narcotics, Homicide, Identity Theft, Terrorism, Child Pornography, and On-Line Exploitation of Children. The CCU has played a significant role in bringing to justice those who have robbed our neighbors, victimized our children, and threatened our nation's security.



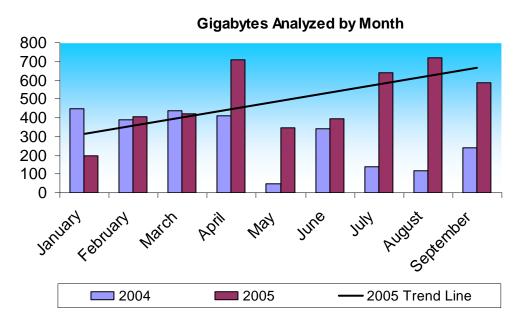
The mission of the CCU is to provide city, county, state, and federal law enforcement agencies computer forensic technical support and training in accordance with established practices and standards of computer forensics processing. CCU personnel recover relevant evidence that may exist on computer hard drives and other storage media devices for use in related criminal and internal investigations.

The CCU provides services that include search warrant execution, evidence retrieval and analysis, and court testimony. Personnel assigned to the unit are experienced professional investigators who can retrieve forensic evidence from high technology equipment such as computers without damaging or altering the original data. Unit investigators provide an independent, impartial, and secure investigation while discovering and preserving important evidence.

Qualitative or Quantitative Measurement

The CCU continues to experience tremendous case load growth. As of September 30, 2005, the unit has completed 15 percent more cases in comparison to the same time period the

previous year. Moreover, in terms of size of media analyzed, the unit has examined 4,423 gigabytes of data, which is a 71 percent increase in comparison to 2004. The year-to-date total size of media analyzed by CCU personnel is already larger than the total size of media analyzed for all of calendar year 2004.



To put this information into perspective, a megabyte is roughly equal to a full length novel of information. A gigabyte is equal to 1,000 megabytes. So to translate the 4,423 gigabytes of data examined into books, this would be the equivalent of 4,423,000 books of information that have been examined by the CCU personnel this year alone.

As computers and technology continue to grow, the CCU will continue to see an increased demand by the criminal justice community for computer forensics. Additionally, as media storage capacity increases, the time and resources it takes to complete a case will continue to rise. This trend will only continue to grow as suspects use technology more and more in their criminal endeavors.

Significant Accomplishments

In many cases, the examination of computer media devices often reveals the critical evidence needed to arrest, charge, and convict a suspect in court. This evidence may be the critical link between a guilty plea or verdict and a suspect being released.

In one case this year, CCU investigators were able to recover valuable evidence from a narcotics investigation. Investigators were able to find several Web pages that showed a suspect searching the Internet for drug-making supplies. Investigators were able to recover Internet receipts from EBay showing the suspect purchasing drug-making supplies. Also recovered were e-mails involving narcotic transactions. This additional information was

critical to revealing the history of the suspect and his narcotic manufacturing, and was a critical piece of evidence for the prosecution of the case.

In another case, CCU investigators were asked to provide forensic assistance to the WSP Missing and Exploited Children Task Force in a case involving an alleged online predator of children. Investigators were able to recover the chat logs showing the suspect chatting with an undercover detective. Also located were Web pages showing the undercover detective's online profile and the pictures the suspect sent to the undercover detective. This evidence was able to conclusively tie the suspect to the activities that had occurred on the Internet. The suspect in this case ultimately pled guilty to the charges against him.

Future Challenges

The CCU continues to meet the needs of the 300 local, state, and federal law enforcement agencies in the state of Washington by providing computer forensic support for serious felony crimes.

The use of computers and other high technology devices to facilitate these crimes continues to grow exponentially. For example, according to Highlights of the Youth Internet Safety Survey conducted by the U.S. Department of Justice, "one in five children (10 to 17 years old) receives unwanted sexual solicitation online." In 2004, Washington State received 1,394 cyber tips from the National Center for Missing and Exploited Children involving the reports of online sexual exploitation of children, which is a 70 percent increase in comparison to 2003.

Moreover, identity theft is the fastest growing crime in the United States, and Washington State ranks 8th in the nation in identity theft crimes per capita. In 2004 alone, there were 5,654 reported victims of identity theft in the state of Washington. Many identity theft crimes result in the use of computers and other high technology crimes to facilitate this criminal behavior.



The *Forensic Laboratory Services Bureau (FLSB)*provides a wide range of forensic science expertise to city, county, and state law enforcement officers, assisting agencies at crime so

Dr. Barry K. Logan
Bureau Director
Forensic Laboratory Services

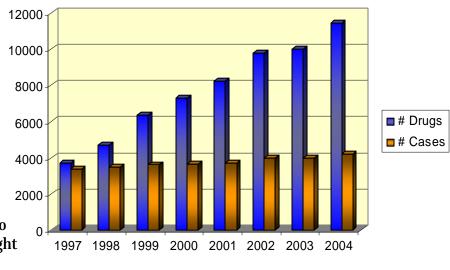
assisting agencies at crime scenes,
preparing evidence for trials, and providing expert
testimony. The bureau coordinates the efforts of the State's
Breath Alcohol Test Program, Drug Evaluation and Classification
(DEC) Program, six Crime Laboratories, the Latent Print
Laboratory, and the State Toxicology Laboratory.

Program Description

The Washington State Toxicology Laboratory (WSTL) provides death investigation toxicology services for coroners and medical examiners in all 39 Washington counties and performs police investigation toxicology for all law enforcement agencies within the state. The majority of police investigation cases involves driving offenses (misdemeanors and felonies) but also includes drug-facilitated sexual assaults, testing children removed from drug manufacture environments, and other crimes where drug or alcohol impairment of perpetrator or victim may be of issue. The forensic toxicologists in the laboratory provide expert witness testimony in court for cases analyzed in the laboratory as well as in support of the breath test program as experts in alcohol impairment.

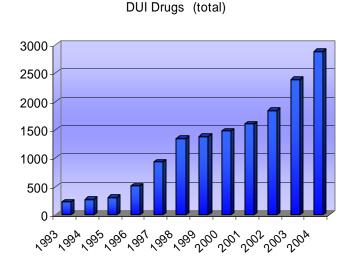
Qualitative or Quantitative Measurement

Demands on laboratory
resources continue to increase,
both in the number of cases
received as well as the scope of
the investigations. Caseload
increases between 5 and 10
percent per year and the
number of drugs reported has
vastly increased. The graph
demonstrates the increased
workload in death
investigation cases submitted to
the laboratory over the past eight
years.



Similar increasing trends in our driving cases are also evident. Where once the toxicology lab spent most of its efforts on death investigation cases because alcohol was the most commonly

encountered, there has been a marked increase in the number of cases in which drugs played a role in a driver's impairment. The following graph demonstrates the increase in the number of DUI drugs, which is increasing at a faster rate than that of cases.



Significant Accomplishments

Despite the increased workload, the laboratory has continued to maintain high quality service to the state of Washington. This has been recognized by the successful accreditation of the laboratory in July 2005 by the American Board of Forensic Toxicology (ABFT). ABFT accredits qualified laboratories who practice Postmortem Forensic Toxicology or Human Performance Toxicology and the WSTL analyzes both.

In order to achieve accreditation, the laboratory must demonstrate competence and be in compliance with professional standards as assessed by peer review, including an on-site inspection and successful participation in recognized proficiency programs. The laboratory had to increase the internal documentation, rewrite standard operating procedures, and add even more quality control.

We were only the 19th laboratory nationwide to achieve accreditation, and our success is a credit to the quality of the staff who perform the analysis on submitted cases.